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C. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1. **(Currently Amended)** A method for managing voice browsing while a call is on hold comprising:

receiving a call from a particular caller at an on hold system;

~~responsive to a selection of a help subject by said particular caller,~~ prompting said particular caller with a menu of browsable help information specified for said help subject via a voice browser, wherein said menu of browsable help information is a first web script translated by said voice browser into audio output; and

responsive to a selection from among said menu of browsable help information, translating a second web script for said selection from among said menu of browsable help information via said voice browser into audio output to said particular caller.

2. **(Currently Amended)** The method for managing voice browsing according to claim 1, further comprising:

prompting said particular caller to select said a help subject from among a plurality of help subjects;

placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject, wherein said menu of browsable help information is specified for said help subject.

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3. **(Currently Amended)** The method for managing voice browsing according to claim 1, further comprising:

placing said call in a hold queue within said on hold system;

prompting said particular caller when said call is next in line in said hold queue to be answered by a representative;

responsive to said particular caller indicating a readiness to move to said representative, transferring said call to a PBX system for distribution to said representative; and

responsive to said particular caller ~~not~~ indicating a readiness to continue accessing one from among said first web script and said second web script via said voice browser, ~~move to said representative~~, removing said call from ~~a~~ said hold queue while enabling said particular caller to continue accessing one from among said first web script and said second web script via said voice browser.

4. **(Currently Amended)** The method for managing voice browsing according to claim 1, further comprising:

transferring a request to a help server via a network for said first web script ~~associated with said selection from among~~ for said menu of browsable help information.

5. **(Currently Amended)** The method for managing voice browsing according to claim 1, wherein translating said second web script further comprises:

translating a voice XML script comprising selected help information into audio output to said particular caller.

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6. **(Currently Amended)** The method for managing voice browsing according to claim 1, wherein translating said second web script further comprises:

transcoding said second web script into voice XML script; and

translating said voice XML script into audio output to said particular caller.

7. **(Currently Amended)** The method for managing voice browsing according to claim 1, wherein a selection of help information within said second web script is received at said on hold system from a help server in a first format specified for audio output controllable by a voice browser, wherein said help server is also enabled to transfer said same selection of help information within said second web script in a second format specified for browser based output controllable by a web browser at a computer system.

8. **(Currently Amended)** A system for managing voice browsing while a call is on hold comprising:

an on hold system for holding a call from a particular caller;

means ~~responsive to a selection of a help subject by said particular caller~~, for prompting said particular caller with a menu of browsable help information ~~specified for said help subject via a voice browser~~, wherein said menu of browsable help information is a first web script translated by said voice browser into audio output; and

means responsive to a selection from among said menu of browsable help information, for translating a second web script for said selection from among said menu of browsable help information via said voice browser into audio output to said particular caller.

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9. (Currently Amended) The system for managing voice browsing according to claim 8, further comprising:

means for prompting said particular caller to select ~~said a~~ help subject from among a plurality of help subjects;

means for placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject, wherein said menu of browsable help information is specified for said help subject.

10. (Currently Amended) The system for managing voice browsing according to claim 8, further comprising:

means for placing said call in a hold queue within said on hold system;

means for prompting said particular caller when said call is next in line in said hold queue to be answered by a representative;

means responsive to said particular caller indicating a readiness to move to said representative, for transferring said call to a PBX system for distribution to said representative; and

means responsive to said particular caller ~~not~~ indicating a readiness to continue accessing one from among said first web script and said second web script via said voice browser, move to said representative, for removing said call from a said hold queue while enabling said particular caller to continue accessing one from among said first web script and said second web script via said voice browser.

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11. **(Currently Amended)** The system for managing voice browsing according to claim 8, further comprising:

means for transferring a request to a help server via a network for said first web script ~~associated with said selection from among~~ for said menu of browsable help information.

12. **(Currently Amended)** The system for managing voice browsing according to claim 8, wherein said means for translating said second web script further comprises:

means for translating a voice XML script comprising selected help information into audio output to said particular caller.

13. **(Currently Amended)** The system for managing voice browsing according to claim 8, wherein said means for translating said second web script further comprises:

means for transcoding said second web script into voice XML script; and

means for translating said voice XML script into audio output to said particular caller.

14. **(Currently Amended)** The system for managing voice browsing according to claim 8, wherein a selection of help information within said second web script is received at said on hold system from a help server in a first format specified for audio output controllable by a voice browser, wherein said help server is also enabled to transfer said same selection of help information within said second web script in a second format specified for browser based output controllable by a web browser at a computer system.

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15. (Currently Amended) A computer program product for managing voice browsing while a call is on hold, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for managing a call from a particular caller on hold;

means, recorded on said recording medium, for prompting said particular caller with a menu of browsable help information ~~specified for a help subject select by said particular caller~~ wherein said menu of browsable help information is a first web script translated by a voice browser into audio output; and

means, recorded on said recording medium, for translating a second web script for a selection by said particular caller from among said menu of browsable help information into audio output to said particular caller.

16. (Currently Amended) The computer program product for managing voice browsing according to claim 15, further comprising:

means, recorded on said recording medium, for prompting said particular caller to select said a help subject from among a plurality of help subjects;

means, recorded on said recording medium, for placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject, wherein said menu of browsable help information is specified for said help subject.

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17. **(Currently Amended)** The computer program product for managing voice browsing according to claim 15, further comprising:

means, recorded on said recording medium, for enabling transfer of a request to a help server via a network for said first web script ~~associated with said selection from among~~ for said menu of browsable help information.

18. **(Currently Amended)** The computer program product for managing voice browsing according to claim 15, wherein said means for translating said second web script further comprises:

means, recorded on said recording medium, for translating a voice XML script comprising selected help information into audio output to said particular caller.

19. **(Currently Amended)** The computer program product for managing voice browsing according to claim 15, wherein said means for translating said second web script further comprises:

means, recorded on said recording medium, for transcoding said second web script into voice XML script; and

means, recorded on said recording medium, for translating said voice XML script into audio output to said caller.

20. **Cancelled**

21. **Cancelled**

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22. (New) The method according to claim 1 for managing voice browsing while a call is on hold, further comprising:

detecting a profile for said caller, wherein said profile comprises at least one attribute from among a language preference of said caller, a dialect preference of said caller, a speed preference of said caller, and a volume preference of said caller; and

adjusting said audio output according to said at least one attribute of said profile.

23. (New) The system according to claim 8 for managing voice browsing while a call is on hold, further comprising:

means for detecting a profile for said caller, wherein said profile comprises at least one attribute from among a language preference of said caller, a dialect preference of said caller, a speed preference of said caller, and a volume preference of said caller; and

means for adjusting said audio output according to said at least one attribute of said profile.

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